

**Available MAP
Services**Emotional counseling
(individual, couple, family)Career counselingPremarital counselingGeneral substance abuse
counselingConsultationMember assessmentsEducational presentationsElder Care NavigationOnline support groupsCrisis response

*To make referrals for any of
these services, please call
800.438.1772.*

**MAP/WLCFS
CONTACT INFO**

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dnommensen@wlcfs.orgChristianFamilySolutions.org**this issue**Elder Care Navigation Consultation Service **P.2**Telehealth Launched in Florida **P.2**New Educational Presentations Available **P.3**New Counselors/Counselor Availability **P.4****Update on Counseling Services for ALHS and Prep Schools**

Last summer WLCFS-Christian Family Solutions launched Teens 4 Teens—a development effort to build an endowment that would help fund counseling services for adolescents.

The goal is to build the fund during the teen years of 2014-2019. As part of this effort, an initial generous donation was made to immediately assist students from any Area Lutheran High School (ALHS) or Prep School. This gift has the potential to be an annual gift for three years, allowing time to build the endowment.



Since last summer, nearly 1,000 counseling services (consultations, counseling sessions, follow-up contacts) have been provided to students attending an ALHS or Prep School. It has been a welcomed option for principals or deans who have students in need of counseling services but cannot afford it, or who do not have access to Christian counselors in their area.

The counseling hours available through this initial donation are given to the schools on a first-come, first-served basis. Once these hours have been depleted, we will apply other donations toward the program, or schools can purchase additional hours on their own.

We need your help to build the endowment through Teens 4 Teens so we can make this unique service available for the long term. If you are aware of donors who might be interested in this ministry of support for our high schools, please direct them to Dan Barnas at dbarnas@wlcfs.org. Dan is heading up the Teens 4 Teens development effort and would be happy to meet with individuals or groups and share this exciting ministry. Below is a video link describing the need for counseling services for teens and how supporters can partner with WLCFS-Christian Family Solutions to make sure teens have access to our services. Click [here](#) or visit <http://youtu.be/iMDaK5PwY80> to watch the short Teens 4 Teens video.

Using Secure E-mail Communication

People are becoming more sensitive to how their privacy is being protected, since e-mail messages are tracked and accounts can be maliciously attacked. The counselors at WLCFS-Christian Family Solutions are now using Virtru when communicating with members, pastors, principals, or others regarding the care being provided.

Virtru is a new e-mail add-on that allows us to manage and revoke access to e-mails, files, and other content at any time, right from within common programs like Gmail, Outlook, and Mac Mail on a desktop or smart phone. When a counselor sends a message with Virtru, the e-mail is locked using a strong encryption. Only the counselor and recipient can decrypt the message. It requires no special accounts and no separate e-mail addresses. When a recipient gets a message, they simply verify their e-mail address and open the message.

Created by a former NSA employee and a former White House advisor on technology issues, Virtru is a leader in digital privacy solutions. For more information on Virtru, visit their website at <https://www.virtru.com/>.



Telehealth Launched in Florida—Other States Planned

In the last edition of *Member Connect*, we introduced you to the concept of telehealth. Click [here](#) to review that article. Telehealth is a great solution for members to meet with a counselor from WLCFS-Christian Family Solutions—apart from their congregation's Member Assistance Program.

Telehealth is a term from the insurance world that describes medical services (including mental health) provided through a secure video connection. The provider seen must be licensed in the client's state of residence. WLCFS-Christian Family Solutions recently launched telehealth services in the state of Florida. Individuals in that state who have the ability to pay can now request services directly and meet with our Florida-licensed provider—Jeremy Long. Jeremy is a WELS counselor who has provided MAP services.

With the addition of Florida, telehealth services are now available in three states—Wisconsin, Minnesota, and Florida. The cost for telehealth sessions is \$75 per hour. Individuals can submit a statement of service to their insurance company for reimbursement of telehealth services that are part of their covered benefits. We are planning to add additional states such as California, Idaho, Virginia, and Michigan soon.

The addition of telehealth takes the financial burden off a congregation's MAP and allows members to pay for the service directly. For more information on telehealth, check out our website at <http://christianfamilysolutions.org/counseling/telehealth-video-counseling>. You can also contact our Telehealth Coordinator, Andrea Semmann, at **800.438.1772, ext. 1706**.

Elder Care Navigation Consultation Service

Through your Member Assistance Program, you have access to a variety of services besides emotional counseling and educational presentations. Some of the available services include career counseling, premarital counseling, online support group consultation, crisis response, and Elder Care Navigation.

Requests for the Elder Care Navigation consultation service have been increasing. As the large Baby Boomer segment of our society moves into retirement, health and aging issues will be a growing concern in our country. For this reason, WLCFS-Christian Family Solutions not only provides assisted living solutions in Wisconsin, but non-medical home care services as well.

The director of our In-Home Care Program is Bryan Polinske. Bryan has a wealth of experience advising families on how best to assist their senior loved ones. He can also help families examine when it might be time to explore residential services. These are never easy decisions, but Bryan is available by phone or video to help families make informed decisions on the care of their loved ones. To make a referral, simply contact Dan Nommensen at dnommensen@wlcfs.org or **800.438.1772, ext. 1201**.

New Educational Presentations Available

Every week the counselors at WLCFS-Christian Family Solutions provide educational presentations either in person or through a live video connection. Presentations are held for parent groups, senior groups, students, circuit meetings, faculty/staff meetings, community and church groups, teacher conferences, and so on.

With more than 70 educational presentations available on a wide array of topics, we have updated our website to help you find the topic that best fits your audience. In addition, you can now request a presentation right through our website. Ann Zuleger coordinates requests, and she will help schedule your

presentation and even assist with marketing materials such as a short description of the event for a press release, a picture and bio of the presenter, and other items to help you promote the event. Presentations vary in length, and certificates of attendance are available for faculty members if needed.

Now is a great time to schedule your presentation for fall and take advantage of your discounted Member Assistance Program rate. Some of the most popular presentations are listed below. For more information, please visit our website [here](#), or simply contact Ann Zuleger at **800.438.1772** or azuleger@wlcfs.org.

Welcome, New Member Organizations!

St. Matthew Lutheran Church,
Freeland, MI

Hope Lutheran Church,
Irmo, SC

St. Matthew Lutheran Church,
Iron Ridge, WI

St. Paul Lutheran Church,
Mount Calvary, WI

St. John Lutheran Church,
Burlington, WI

Shepherd of the Mountains
Lutheran Church, Reno, NV

St. John Lutheran Church,
Glencoe, MN

Lakeside Lutheran High School,
Lake Mills, WI

Living Water Lutheran Church,
Oshkosh, WI

Gethsemane Lutheran Church,
Los Angeles, CA

Faith Lutheran Church,
Tacoma, WA

Riverview Lutheran Church,
Appleton, WI

Immanuel Lutheran Church,
Willmar, MN

Palos Lutheran Church,
Palos Heights, IL

Zion Lutheran Church,
Bristol, WI

First Lutheran Church,
Lake Geneva, WI

Grace Lutheran Church,
Waukesha, WI

Pinewood Lutheran Church (ELS),
Burlington, MA

Divine Savior Lutheran Church,
Doral, FL

AVAILABLE PRESENTATIONS

Here are just a few of the presentations we offer:

[Creating Kids of Character](#)

These brief classroom presentations focus on building positive life skills and help to promote character values in students from a Christian perspective. Topics include honesty, respect, self-control, conflict resolution, and more.

Presenter: [Whitney Donovan](#)

[Kids and Sports—Finding Your Family's Sweet Spot: Balancing your family's emotional, physical, mental, & spiritual well-being](#)

*This presentation will provide practical ideas for families to find a healthy balance between sports and life. **Presenter:** [Whitney Donovan](#)*

[Standing Up to Bullying](#)

*This comprehensive presentation looks at what God's Word says about bullying and provides positive strategies for those who are being bullied, for bystanders, and for those who are tempted to bully. This presentation can be given for grades K-4, grades 5-8, high schoolers, school staff, and parents. **Presenter:** [Sarah Reik](#)*

[Discipline and Obedience](#)

*This presentation, which is available in both English and Spanish, will give parents positive strategies for effective discipline and fostering obedience in their children. **Presenter:** [Juan Diaz](#)*

[Teens & Drugs: What to Know](#)

Presenter: [Jeff Richardson](#)

For a full list of available presentations, and to request a presentation, please visit the [educational presentation](#) section of our website.

New Counselors Join the Member Assistance Program WELCOME, Whitney Donovan and Renae Smith!

Every quarter we are happy to welcome new counselors to our team. With the increase in the utilization of the counseling services available through the Member Assistance Program, we are glad the Lord continues to bring professional counselors who are WELS/ELS. This quarter we would like to introduce you to Whitney Donovan and Renae Smith.



Whitney Donovan, LPC, LMHC, NCC

Whitney comes to us from Indiana, where she worked as a professional counselor in a school system and also in private practice. She recently moved to the Milwaukee area and will not only be providing services through MAP, but she is also working on-site at a grade school in Milwaukee and meets with families at the Christian Family Counseling clinic in Germantown.

Both Renae and Whitney are available to see members referred through your Member Assistance Program. We are glad to offer WELS/ELS counselors, no matter where they are located, the opportunity to assist members from organizations around the country and even internationally. To view the bios for these new counselors, please visit our [Meet Our Counselors page](#).



Renae Smith, MA, LPC

Renae Smith also joined us recently. She is a Licensed Professional Counselor in Virginia, where she resides. Renae is the owner and operator of Adrian Counseling Center in Virginia, and she works with children, adolescents, and adults.

*We are always looking to hire more WELS/ELS counselors throughout the country. If you know any interested counselors, please have them contact Dr. Myles Tonnacliff at **800.438.1772** or mtonnacliff@wlcfs.org.*

COUNSELOR AVAILABILITY: Providing Convenient Appointment Times

When scheduling an appointment with members, we frequently hear comments like this: "I'd love to meet with a counselor, but I just can't meet during the day." The idea behind the Member Assistance Program is to remove obstacles for members so they can meet with a WELS/ELS counselor. Not only are

financial and accessibility obstacles removed for members as they meet with a counselor through MAP using video from home, but the obstacle of trying to fit a daytime appointment into a busy calendar is also removed.

Members are usually thrilled to hear that we have counselors with a wide variety of availability. Some counselors start as early as 7:00 am Central Time, and some have appointments beginning as late as 11:00 pm Central Time. Counselors are available Monday through Saturday. Providing services to people across the country and sometimes across the globe necessitates

having counselors available at times other than 9-5 during the week. In addition, we provide telephonic crisis counseling for members 24/7 and 365 days a week.

This kind of accessibility is only made possible through the devoted and dedicated counselors on our staff. They understand the needs of the members of the organizations we serve and strive to meet those needs in many ways—including offering convenient meeting times. When you talk to the members you refer, you can remind them of the availability and convenience of this service.

visit us on  